

AGENDA



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	51911	Agenda Number	53.
Meeting Date:	November 19, 2015			
Department:	Purchasing			
Subject				
Authorize negotiation and execution of an amendment to the contract with ORCOM SOLUTIONS LLC DBA VERTEX, for electronic customer information system data archive services, to add one 60-month extension option in an amount not to exceed \$1,260,500, for a revised total contract amount not to exceed \$2,213,420.				
Amount and Source of Funding				
Funding in the amount of \$210,000 is available in the Fiscal Year 2015-2016 Operating Budget of Austin Energy. Funding for the remaining 50 months of the contract period is contingent upon available funding in future budgets.				
Fiscal Note				
There is no unanticipated fiscal impact. A fiscal note is not required.				
Purchasing Language:	Contract Amendment			
Prior Council Action:	November 3, 2011 - Approved original contract, item # 19.			
For More Information:	Debbie DePaul, Sr. Buyer Specialist, 512-322-6235			
Boards and Commission Action:	October 19, 2015 – Recommended by the Electric Utility Commission on a 7-0 vote.			
Related Items:				
MBE / WBE:	This contract was awarded as a sole source and is exempt from City Code Chapter 2-9C Minority and Women Owned Business Enterprise Procurement Program.			

Additional Backup Information

The contract is for electronic customer information system (e-CIS) data archive services. These services include the hosting of the archived database as well as related software and hardware maintenance.

This amendment will allow for the continuation of the e-CIS data archive services. While a portion of historic customer billing information was migrated in 2011 to City's current utilities billing system, Customer Care & Billing (CC&B). CC&B carries only the balances (i.e. no notes, contact records, or usage) for this debt. The e-CIS system retains all details surrounding historical debt prior to September 2011. This data is utilized by City staff to research and respond to customer inquiries, present evidence in formal hearings, and provide debt collection information of aging and delinquent utility bills. The long term plan is to archive the e-CIS data at a City data center. It is anticipated that this migration will occur by 2019, at which time the services provided in this contract will no longer be necessary and the contract will be terminated.

Vertex is the owner of the proprietary software provided under this contract and only provides the software, including associated maintenance and services, directly to customers without the use of authorized agents or resellers. Therefore, Vertex is the sole source provider for the continuation of this service to the City.

The current contract expires November 30, 2015. Approval of this authorization is requested to ensure continuity of these initial services.

CONTRACT AUTHORIZATION SUMMARY

Action	Description	Amount
Council Authorization - November 3, 2011	Original Authorization	\$952,920
Proposed Amendment	Add one 60-month extension option	\$1,260,500
	Revised Total Contract Authorization	\$2,213,420